

Listing of Claims:

Claims 1-13 (Canceled).

14. (Currently Amended) An ~~image-forming~~ apparatus administration system, comprising:

an ~~image-forming~~ administrated apparatus located in a first local network and connected to the Internet through a first firewall server of the first local network;

an administrating apparatus located in a second local network and connected to the Internet through a second firewall server of the second local network; and

a relaying server located outside the first and second local ~~network~~ networks and connected to the Internet for enabling the administrated apparatus and the administrating apparatus to indirectly communicate with each other via the Internet;

wherein the ~~image-forming~~ administrated apparatus comprises: a transmitting section which transmits trouble type information to the relaying server through the first firewall server and the Internet, an accessing section which accesses the relaying server and obtains restoration work information based on the trouble type information from the relaying server through the first firewall server and the Internet, and a control section which controls the ~~image-forming~~ administrated apparatus to conduct an

automatic restoration process in accordance with the restoration work information;

wherein the restoration work information is provided to the relaying server by the administrating apparatus through the second firewall server and the Internet; and

wherein the relaying server comprises a memory which stores the trouble type information transmitted from the image-forming administrated apparatus.

15. (Currently Amended) The ~~image-forming~~ apparatus administration system of claim 14, further comprising a database which stores a plurality of items of trouble type information and a plurality of items of restoration work information in
5 correspondence with each other.

16. (Currently Amended) The ~~image-forming~~ apparatus administration system of claim 15, wherein each of the items of trouble type information is classified as corresponding to one of a restorable trouble and a non-restorable trouble, and the stored
5 items of restoration work information correspond to the items of trouble type information classified as being restorable.

17. (Currently Amended) The ~~image-forming~~ apparatus administration system of claim 15, wherein the relaying server

provides the corresponding restoration information for retrieval
by the ~~image forming~~ administrated apparatus based on the trouble
5 type information received from the ~~image forming~~ administrated
apparatus.

18. (Currently Amended) The ~~image forming~~ apparatus
administration system of claim 16, wherein the relaying server
judges whether or not the ~~image forming~~ administrated apparatus
is able to conduct the automatic restoration process by itself by
5 accessing the database.

19. (Currently Amended) The ~~image forming~~ apparatus
administration system of claim 14, wherein when the automatic
restoration process is carried out, the transmitting section of
the ~~image forming~~ administrated apparatus transmits result
5 information specifying a result of the automatic restoration
process to the relaying server.

20. (Currently Amended) The ~~image forming~~ apparatus
administration system of claim 19, ~~further comprising: an~~
~~administration apparatus located in a second local network and~~
~~connected to the Internet through a second firewall server of the~~
5 ~~second local network,~~ wherein the ~~administration~~ administrating

apparatus accesses the relaying server to obtain the result information.

21. (Currently Amended) The ~~image forming~~ apparatus administration system of claim 15, wherein the relaying server comprises the database.

22. (Currently Amended) The ~~image forming~~ apparatus administration system of claim 15, ~~further comprising: an administration apparatus located in a second local network and connected to the Internet through a second firewall server of the~~
5 ~~second local network,~~ wherein the ~~administration~~ administrating apparatus comprises the database.

23. (Currently Amended) The ~~image forming~~ apparatus administration system of claim 14, wherein the ~~image forming~~ administrated apparatus further comprises:

5 a detecting section which detects when a trouble occurs in the ~~image forming~~ administrated apparatus; and

a judging section which determines a kind of the trouble; and
wherein the ~~image forming~~ administrated apparatus transmits the trouble type information in accordance with the determined kind of the trouble.

24. (Currently Amended) The ~~image-forming~~ apparatus administration system of claim 14, wherein the restoration work information is periodically updated.

25. (Currently Amended) An ~~image-forming~~ administrated apparatus for an ~~image-forming~~ apparatus administration system that includes: (i) the ~~image-forming~~ administrated apparatus located in a first local network and connected to the Internet
5 through a first firewall server of the first local network, (ii) an administrating apparatus located in a second local network and connected to the Internet through a second firewall server of the second local network, and (iii) a relaying server located outside of the first and second firewall servers and
10 connected to the Internet for enabling the administrated apparatus and the administrating apparatus to indirectly communicate with each other via the Internet, the ~~image-forming~~ administrated apparatus comprising:

15 a transmitting section which transmits trouble type information to the relaying server through the Internet, wherein the trouble type information is retrieved from the relaying server by the administrating apparatus through the Internet;

20 an accessing section which accesses the relaying server and retrieves restoration work information from the relaying server through the Internet, wherein the restoration work information

has been transmitted from the administrating apparatus to the relaying server through the Internet based on the trouble type information; and

25 a control section which controls the ~~image forming~~
administrated apparatus to conduct an automatic restoration process in accordance with the restoration work information.

26. (Currently Amended) The ~~image forming~~ administrated apparatus of claim 25, further comprising:

 a trouble type judging section which detects a trouble occurring in the ~~image forming~~ administrated apparatus, which judges a type of the trouble, and which generates trouble type information.

27. (Currently Amended) The ~~image forming~~ administrated apparatus of claim 25, wherein when the automatic restoration process is carried out, the transmitting section transmits result information specifying a result of the automatic restoration process to the relaying server.

28. (Currently Amended) An administrating apparatus for an ~~image forming~~ apparatus administration system that includes: (i) an ~~image forming~~ administrated apparatus located in a first local network and connected to the Internet through a first firewall

5 server of the first local network, (ii) the administrating apparatus located in a second local network and connected to the Internet through a second firewall server of the second local network, and (iii) a relaying server located outside of the first and second firewall servers and connected to the Internet for
10 enabling the administrated apparatus and the administrating apparatus to indirectly communicate with each other via the Internet, the administrating apparatus comprising:

an accessing section which accesses the relaying server and retrieves trouble type information from the relaying server
15 through the Internet, wherein the trouble type information has been transmitted from the ~~image forming~~ administrated apparatus to the relaying server through the Internet; and

a transmitting section which transmits restoration work information to the relaying server through the Internet, wherein
20 the restoration work information corresponds to the trouble type information and is transmitted to the relaying server for retrieval by the ~~image forming~~ administrated apparatus from the relaying server through the Internet.

29. (Currently Amended) The administrating apparatus of claim 28, wherein the administrating apparatus accesses the relaying server to obtain result information regarding an

automatic restoration process conducted by the ~~image forming~~
administrated apparatus based on the restoration work
information.

30. (Previously Presented) The administrating apparatus of
claim 28, wherein the administrating apparatus updates the
restoration work information.